FITS© CSM User Guide

How to Request Interpreting Services Online

Version 2 - August 2010

THE
Provincial
Language Service

A program of the Provincial Health Services Authority

About FITS© CSM

FITS© Customer Service Module (CSM) is a secure, web-based interface that enables customers to pre-book, modify, and cancel appointments online—all without having to install any software. FITS© CSM is accessible via the Internet 24 hours a day, 365 days a year.

Types of FITS© CSM Accounts

There are three different types of CSM accounts, each with different levels of access.

- **Requester**: able to request an interpreter, modify or cancel an existing request, view current requests, view history of requests
- **Manager**: able to view and print reports of interpreting services usage
- **Administrator**: able to perform all Requester and Manager functions

About the Provincial Language Service

The Provincial Language Service (PLS) strengthens the capacity of organizations to provide products and services to the linguistically and culturally diverse public through quality interpreting, translation, consulting and training. Established in 2003 to support the agencies of the Provincial Health Services Authority (PHSA), PLS now offers services to a variety of clients in both the public and private arenas.

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Logging In to FITS© CSM

1. Open your Internet browser (e.g. Internet Explorer or Firefox).
2. Enter **https://plscustomer.phsa.ca** into your browser's address bar

   OR click the Customer Login link on the PLS homepage (http://www.phsa.ca/pls)

   OR click on your favorites/bookmarks link (see below for instructions).
3. Enter your **User Name** and **Password***.
4. Click the **Sign In** button.
5. Upon logging in, you will see a **Terms of Use** page. To use the online system, you must agree with these terms and click **Accept** at the bottom of the page.

* All user names and passwords are issued by PLS. If this is your first time using the FITS© CSM system and you require a user name and password, if you have forgotten your user name and/or password, or if you wish to set up new/additional accounts, please contact the PLS Customer Service Line at 604-675-4099 or toll-free at 1-877-BC TALKS (228-2557).

Tip: Saving FITS© CSM as a Favorite or Bookmark

For quick and easy access to the interpreter booking page, add this website as a favorite by following these simple instructions. (The following describes the steps for Internet Explorer and Firefox. If you are using a different Internet browser, the steps may differ.)

1. Enter **https://plscustomer.phsa.ca** into your browser's address bar
2. Click on **Favorites** or **Bookmarks** in the menu bar on the top left-hand side of your browser window
3. Click on **Add to Favorites** or **Bookmark This Page** (first drop down option)
4. Another box will appear; click **Add** or **Done**

When you need to book an interpreter, simply open your Internet browser, click on **Favorites** or **Bookmarks** and choose **PLS Interpreter Booking (CSM)**

FITS© CSM Homepage

The FITS© CSM homepage describes all areas of the system available to the user. These areas are limited by the type of account you have.

THE
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PLS Homepage
Contact Us
Help
Find a Request
Username: cardiac | Organization: Cardiac Surgery
Home
New Request
Current Requests
Request History
Report
Change Password
Logout
Resources
Welcome to the Provincial Language Service
To begin, select one of the following functions by clicking on the button below or on the navigation bar above.
Home
New Request
Current Requests
Request History
Reports
Change Password
Logout
Resources
To return to this page from any other page
To submit a new request for an interpreter
To view and/or modify any upcoming requests for an interpreter that you have submitted
To view all requests for an interpreter that occurred in the past
To view statistical utilization reports by language, month and day
To change your password
To logout at the end of your session
To have access to useful resources
Provincial Health Services Authority
Province-wide solutions. Better health.
Copyright © Provincial Health Services Authority 1999 - 2010. All rights reserved.
Terms and Conditions of Use | Privacy Policy

Main Navigation Bar

Main Menu

Right Navigation Menu

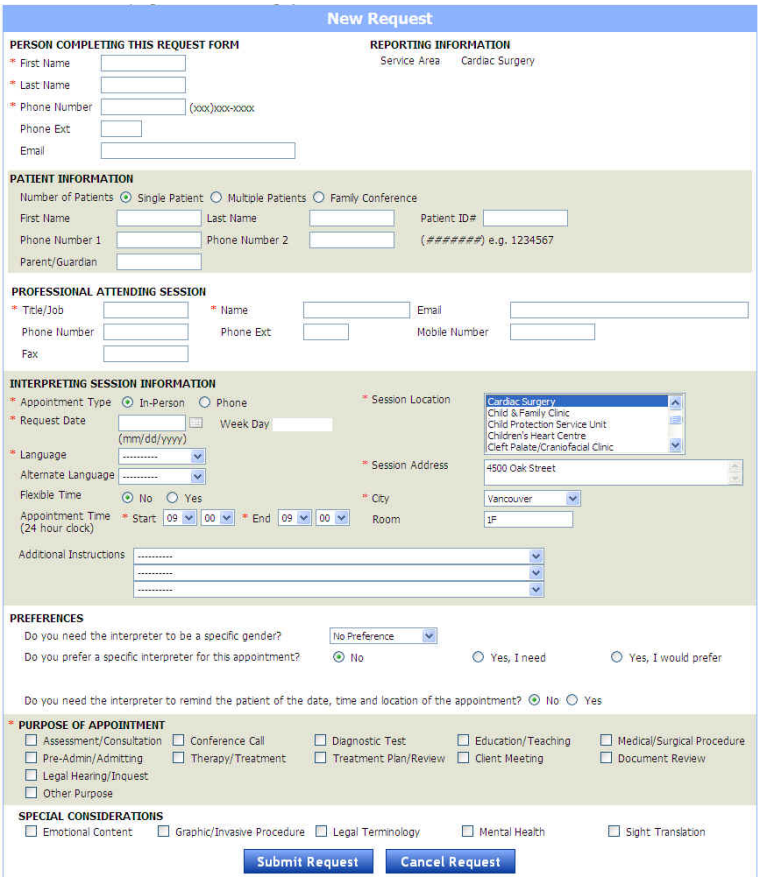
Submitting a New Request for Interpreting Services

Note: Only interpreting requests for sessions more than two (2) business days away may be made online. For requests less than two (2) business days away, please contact our office at 604-675-4099 or toll free 1-877-BCTALKS (228-2557).

1. Click on the **New Request** link from the main navigation bar or from the FITS© CSM homepage. A window will pop up displaying a form.
2. Fill out the form. Mandatory fields are indicated with a red asterisk (*). Other fields may also become mandatory depending on selections you make on the form (e.g. if you indicate your session involves multiple patients/clients, then it is mandatory for you to indicate the number of patients/clients).
3. Click on the Submit Request button at the bottom of the form when you have finished filling out the form.
4. A confirmation page will appear indicating that you have successfully submitted your new request. This page may be printed and stored in the patient/client's file if required.

Tip: Duplicating Requests

For multiple appointments with the same patient/client, new requests can also be created by duplicating a current or historic request. Please refer to page 7 for instructions.


New Request
PERSON COMPLETING THIS REQUEST FORM
REPORTING INFORMATION
Service Area Cardiac Surgery
* First Name
* Last Name
* Phone Number (xxx)xxx-xxxx
Phone Ext
Email
PATIENT INFORMATION
Number of Patients Single Patient Multiple Patients Family Conference
First Name Last Name Patient ID# (#######) e.g. 1234567
Phone Number 1 Phone Number 2
Parent/Guardian
PROFESSIONAL ATTENDING SESSION
* Title/Job * Name Email
Phone Number Phone Ext Mobile Number
Fax
INTERPRETING SESSION INFORMATION
* Appointment Type In-Person Phone
* Request Date Week Day (mm/dd/yyyy)
* Language
Alternate Language
Flexible Time No Yes
Appointment Time (24 hour clock) * Start * End
* Session Location
Cardiac Surgery
Child & Family Clinic
Child Protection Service Unit
Children's Heart Centre
Cleft Palate/Craniofacial Clinic
* Session Address 4500 Oak Street
* City Vancouver
Room 1F
Additional Instructions
PREFERENCES
Do you need the interpreter to be a specific gender? No Preference
Do you prefer a specific interpreter for this appointment? No Yes, I need Yes, I would prefer
Do you need the interpreter to remind the patient of the date, time and location of the appointment? No Yes
* PURPOSE OF APPOINTMENT
Assessment/Consultation Conference Call Diagnostic Test Education/Teaching Medical/Surgical Procedure
Pre-Admin/Admitting Therapy/Treatment Treatment Plan/Review Client Meeting Document Review
Legal Hearing/Inquest
Other Purpose
SPECIAL CONSIDERATIONS
Emotional Content Graphic/Invasive Procedure Legal Terminology Mental Health Sight Translation
Submit Request
Cancel Request

Viewing Current Requests

The **Current Requests** page(s) lists ALL the requests that have been submitted from your service area that have not yet taken place.

To view current requests, click on the **Current Requests** link from the main navigation bar or from the FITS© CSM homepage.

Sorting the Current Requests

By default, the requests are sorted by date, starting with the session having the nearest start time.

1. To sort by a different column, click on one of the underlined column names.
2. To change the order of requests, click on the column name and an arrow will appear indicating that the list is sorted in ascending or descending order. Click on the column name again to reverse the order.

THE
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PLS Homepage
Contact Us
Help
Find a Request
Username: cardiac | Organization: Cardiac Surgery
Home | New Request | Current Requests | Request History | Report | Change Password | Logout | Resources
To view the details of a request or modify or cancel a request, click on the Date or Request #.
Week Day | Date | Time | Language | Status | Location | Client | Reference #
Monday | 8/16/2010 | 10:00 AM~10:45 AM | Cantonese | Processing | Cardiac Surgery | James Li | 48150
Wednesday | 8/18/2010 | 8:00 AM~9:00 AM | French | Processing | Volunteer Services - CH | Annie Dumais | 48159
Thursday | 8/19/2010 | 1:00 PM~2:00 PM | Punjabi | Processing | Child & Family Clinic | Harpreet Gill | 48151
Tuesday | 8/24/2010 | 9:00 AM~11:30 AM | Cantonese | Cancelled | Cardiac Surgery | James Li | 48149
Wednesday | 9/8/2010 | 7:00 AM~8:00 AM | Russian | Processing | Children's Heart Centre | Sergei Nikovski | 48153
Thursday | 9/30/2010 | 3:00 PM~4:15 PM | Cantonese | Processing | Cardiac Surgery | James Li | 48152
Total Request(s) Found: = 1-6 of 6 Page: 1 |

Status

Completed: the interpreting session has already occured.

Processing: the interpreting request has been submitted and PLS has assigned or is attempting to assign an interpreter for the session. Should there be a problem with this request, a PLS representative will contact the person who filled out the request form.

Cancelled: the session has been cancelled.

Unmet: no interpreter is available for this session.

Reference #

For each interpreting services request submitted, a unique reference number is generated. You may use this reference number when locating a request online or speaking to a PLS representative over the phone.

Modifying a Request

Note: Only interpreting requests for sessions more than two (2) business days away may be modified online. For requests less than two (2) business days away, please contact our office at 604-675-4099 or toll free 1-877-BCTALKS (228-2557).

To modify the date, time, location or any other detail of an existing request for interpreting services:

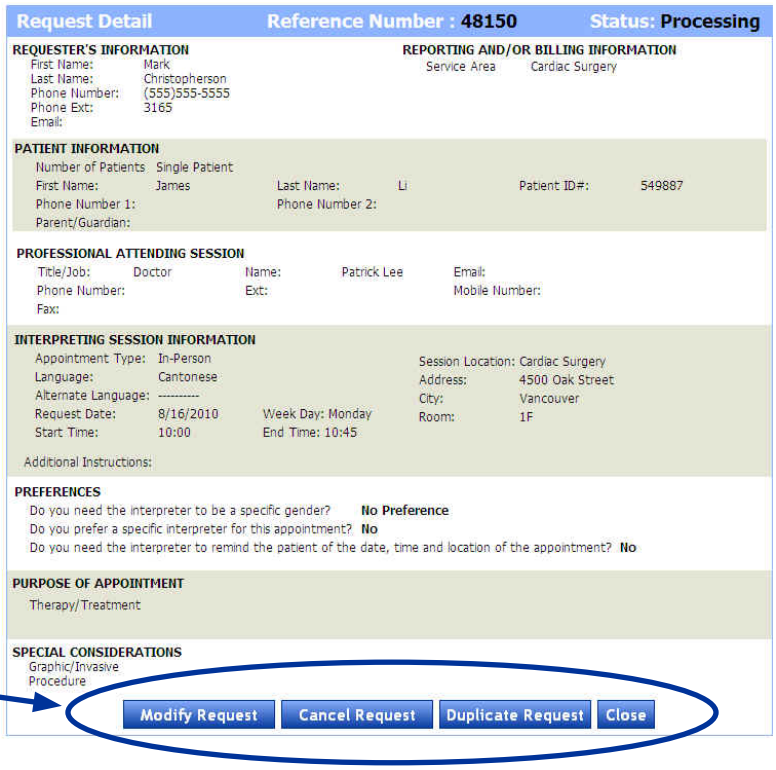
1. Select the request you wish to modify by either:
   a. Clicking the **Current Requests** link from the main navigation bar or from the FITS© CSM homepage, and then clicking on the Request # or Date of the request you wish to modify, OR
   b. Click on **Find a Request** in the right navigation menu, enter the reference number of the request you wish to modify and click the **Go** button.
2. Click on the **Modify Request** button at the bottom of the pop-up window.
3. Click on the **Ok** button to confirm that you wish to modify the request.
4. Make the changes to the request details.
5. When finished, click on the **Submit Changes** button at the bottom of the form.
6. A confirmation page will appear indicating you have successfully submitted your changes. This page may be printed and stored in the patient/client's file if required.
7. To view your updated request, click on the **Current Requests** link from the main navigation bar or from the FITS© CSM homepage (see page 4 for details on viewing requests).

Buttons for

Modifying (page 5)

Cancelling (page 6) OR

Duplicating (page 7) a request



Cancelling a Request

Note: Only interpreting requests for sessions more than two (2) business days away may be cancelled online. For requests less than two (2) business days away, please contact our office at 604-675-4099 or toll free 1-877-BCTALKS (228-2557).

To cancel an interpreting request for an upcoming session:

1. Select the request you wish to cancel by either:
   a. Clicking the **Current Requests** link from the main navigation bar or from the FITS© CSM homepage, and then clicking on the Request # or Date of the request you wish to cancel, OR
   b. Click on **Find a Request** in the right navigation menu, enter the reference number of the request you wish to cancel and click the **Go** button.
2. Click on the **Cancel Request** button at the bottom of the pop-up window.
3. Click the **Ok** button to confirm that you wish to cancel the request.
4. Select a reason from the drop-down menu to indicate why you are cancelling the request. If you select “Other” from the drop-down, please type the reason in the Other Reason box.
5. Click on the **Submit** button.
6. Click the **Ok** button to confirm that you wish to cancel the request.
7. The message “This request has been cancelled successfully” will appear in red once the cancellation is successful.

Note: Even if the request has been cancelled, it will still appear in your list of Current Requests until the date of the cancelled session passes. However, the Status column of the Current Requests page will show the request as “Cancelled”.

Duplicating a Request

Note: The Duplicate function is only able to create multiple sessions with the SAME PATIENT/CLIENT.

Creating a new request by duplicating a current or historic request will save you time when you have multiple sessions with the same patient/client at the same location. By duplicating a previously created request with the same patient/client, you avoid re-entering the patient/client's information and session location for each new request.

Note: Be sure to double-check the language field when duplicating requests.

Note: Some fields, such as whether a reminder call to the patient/client is required, are NOT duplicated. If a reminder call is required, you will have to select this option each time.

To create a new request by duplicating an existing request for interpreting services:

1. Select the request you wish to duplicate by either:
   a. Clicking the **Current Requests** or **Request History** link from the main navigation bar or from the FITS© CSM homepage, and then clicking on the Request # or Date of the request you wish to duplicate, OR
   b. Click on **Find a Request** in the right navigation menu, enter the reference number of the request you wish to duplicate and click the **Go** button.
2. Click on the **Duplicate Request** button at the bottom of the pop-up window.
3. Click the **Ok** button to confirm that you wish to duplicate the request.
4. Make the changes to the request details.
5. When finished, click on the **Submit Request** button at the bottom of the form.
6. A confirmation page will appear indicating you have successfully submitted your new request. This page may be printed and stored in the patient/client's file if required.

Viewing Request History

The **Request History** page(s) lists ALL the requests that have been submitted from your service area that have already taken place.

To view historical requests, click on the **Request History** link from the main navigation bar or from the FITS© CSM homepage.

Sorting Historical Requests

By default, the requests are sorted by date.

1. To sort by a different column, click on one of the underlined column names.
2. To change the order of requests, click on the column name and an arrow will appear indicating that the list is sorted in ascending or descending order. Click on the column name again to reverse the order.

Searching Historical Requests

If you wish to find a particular request and know the reference number of the request:

1. Click on **Find a Request** in the right navigation menu
2. Enter the reference number of the request you wish to find
3. Click the **Go** button

If you wish to find all the requests within a particular date range:

1. Enter the start and end dates by typing them in the format MM/DD/YYYY or by clicking on the calendar icon
2. Click the **Go** button

Accessing Further Resources and Tools

The FITS© CSM Resources page contains tools and information materials available for download, including this user guide. To access the Resources page, click on the **Resources** link in the main navigation bar or from the FITS© CSM homepage.

THE
Provincial
Language Service

List of Languages

Acholi	Croatian	Haitian Creole	Lingala	Pangasinan	Swedish
Afrikaans	Czech	Hebrew	Lithuanian	Papiamento	Tagalog (Filipino)
Akan	Danish	Hindi	Luganda	Pashto (Pushto)	Tai Dam
Akateko	Dari	Hmong	Luo	Polish	Taiwanese
Albanian	Dene	Hungarian	Maay (Rahanween)	Portuguese	Tamil
Amharic	Dewoin	Ibo (Igbo)	Macedonian	Pulaar	Telugu
Arabic	Dinka	Ilocano	Malay	Punjabi	Thai
Armenian	Duala	Indonesian	Malayalam	Quiche (K'iche)	Tibetan
Ashanti (Asante Twi)	Dutch	Italian	Malinke	Rade	Tigrigna (Tigrinya)
Assyrian	Estonian	Japanese	Mam	Romanian	Toishanese
Azerbaijani	Ewe	Jarai	Mandarin	Russian	Tongan
Bahnar	Fante	Javanese	Mandinka (Mandingo)	Samoan	*Traditional Chinese*
Bambara	Farsi (Persian)	Kanjobal (Q'anjob'al)	Marathi	San Miguel	Turkish
Bantu	Finnish	Kannada	Marshallese	Santa Eulalia	Twi
Belarusan	Flemish	Karen (Pa'o, S'gaw)	Mayan (Aketeko)	Saraiki	Tzotzkil
Bengali	French	Khmer (Cambodian)	Mien	Serbian	Ukranian
Bosnian	French Creole	Kinyarwanda	Mina (Gen)	Serbo-Croatian	Urdu
Brazilian Portuguese	Fukienese	Kirundi	Minangkabau	Shanghainese	Vietnamese
Bulgarian	Fulani (Fulfulde, Fula)	Koho	Mixteco Alto	Sichuan (Szechuan)	Wolof
Burmese	Fuzhou	Korean	Mexteco Bajo	*Simplified Chinese*	Xhosa
Cantonese	Ga	Kpele	Mnong	Sinhalese	Yiddish
Cape Verdean	Gen	Krahn	Mongolian	Slovak	Yoruba
Cebuano	German	Krio	Nahuatl	Somali	Yup'ik
Chaldean	Gokana	Kunama	Navajo	Soninke (Serahule)	Zulu
Chamorro	Greek	Kurdish (Sorani)	Nepalese	Sorani (Central Kurdish)	
Chaozhou (Teochew)	Gujarati	Kurmanji	Norwegian	Spanish	
Chin	Haka Burmese	Lao	Nuer	Susu	
Chuukese (Trukese)	Hakka	Latvian	Oromo	Swahili	

Telephone interpreting provided in partnership with
pacificinterpreters

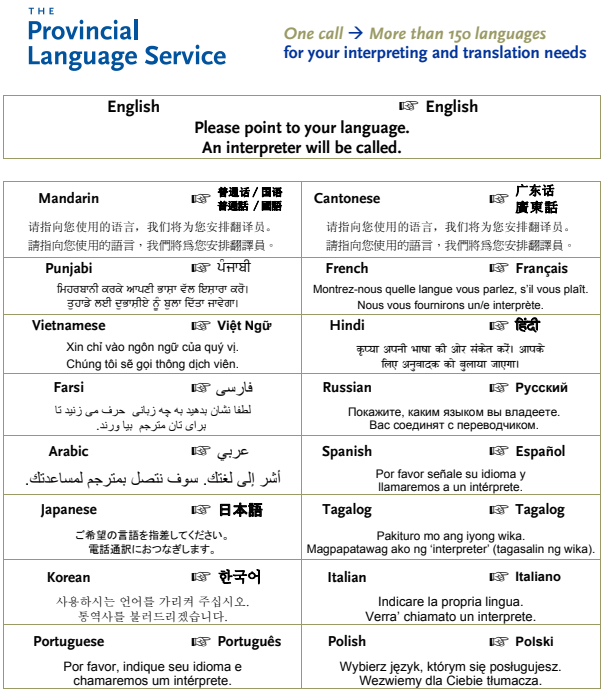
... and more! Call us for details if you do not see a language listed.

Please note that there is no spoken "Chinese"; for interpreter-assisted appointments, please determine if the client requires Mandarin, Cantonese, etc.

Legend (Language available for):
Interpreting Only
Interpreting and Translation

List of Languages:

Lists some of the languages in which PLS offers interpreting and translation services



THE
Provincial
Language Service

One call → More than 150 languages
for your interpreting and translation needs

English	☞ English
Please point to your language. An interpreter will be called.	
Mandarin ☞ 普通话 / 國语 普通話 / 國語 请指向您使用的语言，我们将为您安排翻译员。 請指向您使用的語言，我們將爲您安排翻譯員。	Cantonese ☞ 广东话 廣東話 请指向您使用的语言，我们将为您安排翻译员。 請指向您使用的語言，我們將爲您安排翻譯員。
Punjabi ☞ ਪੰਜਾਬੀ ਮਿਹਰਬਾਨੀ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਤੁਹਾਡੇ ਲਈ ਦੁਭਾਸ਼ੀਏ ਨੂੰ ਬੁਲਾ ਦਿੱਤਾ ਜਾਵੇਗਾ।	French ☞ Français Montrez-nous quelle langue vous parlez, s'il vous plaît. Nous vous fournirons un/e interprète.
Vietnamese ☞ Việt Ngữ Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi thông dịch viên.	Hindi ☞ हिंदी कृप्या अपनी भाषा की ओर संकेत करें। आपके लिए अनुवादक को बुलाया जाएगा।
Farsi ☞ فارسی لطفا نشان بدهید به چه زبانی حرف می زنید تا برای تان مترجم بیاورند.	Russian ☞ Русский Покажите, каким языком вы владеете. Вас соединят с переводчиком.
Arabic ☞ عربي أشر إلى لغتك. سوف نتصل بمترجم لمساعدتك.	Spanish ☞ Español Por favor señale su idioma y llamaremos a un intérprete.
Japanese ☞ 日本語 ご希望の言語を指差してください。 電話通訳におつなぎします。	Tagalog ☞ Tagalog Pakituro mo ang iyong wika. Magpapatawag ako ng 'interpreter' (tagasalin ng wika).
Korean ☞ 한국어 사용하시는 언어를 가리켜 주십시오. 통역사를 불러드리겠습니다.	Italian ☞ Italiano Indicare la propria lingua. Verra' chiamato un interprete.
Portuguese ☞ Português Por favor, indique seu idioma e chamaremos um intérprete.	Polish ☞ Polski Wybierz język, którym się posługujesz. Wezwiemy dla Ciebie tłumacza.

Point to Your Language Card:

Allows patients/clients to point to the language they speak

Viewing Reports of Interpreting Services Usage

The Reports section of FITS© CSM enables users with Manager or Administrator accounts to view reports of interpreting services usage. The reports will show total number of requests, including total provided, cancelled, and unmet, estimated billable hours, and estimated costs for any given time period organized by month, day of the week, or language.

To view a report:

1. Click the **Reports** link from the main navigation bar or from the FITS© CSM homepage.
2. Select how you would like the statistics organized: by month; by day of the week; by language.
3. Select a date range for the report.
4. If applicable, select the data set you would like to use for the report. If your organization has registered more than one specific service area with PLS, then you may be able to choose whether to generate a report using data from just one service area (Service Area level) or data from multiple service areas (Department level). Leaving the Service Area drop-down box empty will result in data from all combined Service Areas under the selected Department being used for the report.
5. (Optional) Select how you would like the data organized in the report. For example, depending on your level of access, you may be able to choose between organizing by Department or by Service Area.
6. Click the **Generate Report** button.

Questions

For questions regarding the use of the FITS© CSM, to book a FITS© CSM in-service for your program or service area, or to set up a new FITS© CSM account, please contact:

PLS Customer Service

- by phone at **604-675-4099** or **toll-free at 1-877-BCTALKS** (228-2557) or
- by email at **plscsr@phsa.ca**

Glossary of Terms

Administrator: A type of CSM account giving the user the ability to perform all Requester and Manager functions.

Cancelled: The session has been cancelled.

Completed: The interpreting session has already occured.

Department: The second lowest sub-account within your organization's PLS account.

FITS© CSM: Friendly Interpretation Tracking System© Customer Service Module is a secure, web-based interface that enables customers to pre-book, modify, and cancel appointments online.

Interpreting: The oral rendering of one language into another.

Manager: A type of CSM account giving the user the ability to view and print reports of interpreting services usage.

PLS: The Provincial Language Service.

Processing: The interpreting request has been submitted and PLS has assigned or is attempting to assign an interpreter for the session. Should there be a problem with this request, a PLS representative will contact the person who filled out the request form.

Reference #: A unique number generated for each interpreting services request. You may use this reference number when locating a request online or speaking to a PLS representative over the phone.

Request: An interpreting services request.

Requester: A type of CSM account giving the user the ability to request an interpreter, modify or cancel an existing request, view current requests, view history of requests.

Service Area: The lowest sub-account within your organization's PLS account.

Sight Translation: The oral rendering of a written document from one language into another.

Translation: The written rendering of one language into another.

Unmet: No interpreter is/was available for this session.